STATE OF WASHINGTON

Department of Social and Health Services (DSHS)

Professional Language Certification

Examination Manual

Division of Administrative Services

Language Testing and Certification (LTC)

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OVERVIEW

The language certification examination administered by the Department of Social and Health Services (DSHS) is considered both a proficiency-based and a criterion-referenced evaluation process. In other words, language proficiency in English and a second language as well as interpreting/translation skills are measured according to minimum competency standards determined by the nature of work involved, and by experienced practicing court interpreters/translators, social services interpreters/translators, medical interpreters, bilingual professionals in their respective fields of practice, and language specialists.

This Manual, then, is prepared to provide comprehensive information on the evaluation and certification process. More specifically, the main purpose of this Manual is to familiarize test candidates with the general testing and certification process, test information and exam procedures, the format and content of different tests, and the evaluation criteria employed in evaluating bilingual proficiency.

Readers should be advised that this Manual is not intended to serve as training materials for enhancing test performance, nor does the Manual purport to substitute for techniques of improving interpreting/translation skills, acquisition of specialized terminology, academic preparation, or practical experience as a language interpreter and/or translator.

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Examination Policy Statements

No-comment, no-return policy
This agency adopts a no-comment, no-return policy for all the tests it offers. Once an examination is administered, it becomes the property of this agency. The agency will not release the examination to anyone, including the test candidate, nor will the agency discuss specific contents of the examination with the test candidate or any other party. Submitting your test registration information signifies a test candidate's acceptance of this policy.

Test critique policy
Consistent with our no-comment policy, specific test items or erroneous answers will not be discussed with the test candidate. However, critique in broad areas of test performance is available if a request for such critique is submitted in writing.

Appeal policy
Request for appeal of test results should be submitted to this office, in writing, within two months from the date of the score report letter. No appeals will be honored if the requests are made thereafter.

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Eligibility for Testing

You are eligible to take any DSHS interpreter/translator certification or screening examination if you are eighteen (18) years of age or older with a high school diploma (or GED) or higher academic degree(s), or its equivalent from another country, and:
   a. Currently employed by DSHS in a bilingual position; or
   b. Selected for an interview for a DSHS position with bilingual requirements; or
   c. Currently working through contracted agencies as a social service and/or medical interpreter; or
   d. Wishing to work through contracted agencies as a social service and/or medical interpreter, or a translator. There are no minimum qualification requirements in years of interpreting/translation experience, or other language-related experience. However, all the tests administered by this agency, both written and oral, assess language proficiency in each of the tested language pairs at a level that is comparable to their respective professions.

Languages Tested and Types of Test

DSHS language testing includes test of certified languages and screened languages. Broadly speaking, there are five types of tests that are intended to evaluate the bilingual proficiency and interpreting/translation skills of five categories of people, i.e., DSHS employees and new recruits with bilingual assignments, contracted interpreters providing oral interpretation services to DSHS social service programs, contracted translators providing written translation services to DSHS social service programs, medical interpreters providing oral interpretation services to DSHS clients in medical settings, and licensed agency personnel (LAPL) whose agency is providing services to DSHS under contract.

Certified Languages (Social Service interpreters, Medical interpreters, Translators, and DSHS employees and new recruits with bilingual requirements):

Cambodian	Chinese-Mandarin	Laotian	Spanish
Chinese-Cantonese	Korean	Russian	Vietnamese

Screened Languages (Social Service interpreters and Medical interpreters --- Translator testing not available for screened languages):

Albanian	American Indian	Amharic
Anuak	Arabic	Armenian
Assyrian	Azeri (Azerbaijani)	Bengali
Bikol/Bicol	Bisayan (Visayan, Busa)	Bulgarian
Burmese	Cantonese-Chinese	Cebuano
Cham (Ching, Dijim)	Chamorro	Chin
Chiu Chow-Chinese	Creole (Krio, Kreyol)	Czech
Danish	Dari	Dinka
Dutch	Esan	Estonian
Farsi (Persian, Dari)	Fijian	Finnish
French	Fulani (Fula)	Georgian
German	Greek	Gujarati

Hebrew	Hiligaynon (Ilongo)	Hindi
Hmong	Hungarian	Igbo (Ibo)
Ilocano	Indonesian	Italian
Japanese	Kakka-Chinese	Karen
Kashmiri	Kikuyu (Gikuyu)	Kirundi (Rundi)
Kmhmu (Khmu)	Kosraean (Kosrae)	Kunama
Kurdish	Latvian	Lebanese
Limba	Lingala	Lithuanian
Luganda (Ganda)	Macedonian	Malayalam
Malay	Mandarin-Chinese	Mandingo (Mandinka)
Marathi	Marshallese	Mien
Mixteco (Mixtec, Mixteca)	Mongolian	Navajo
Nepali (Nepalese)	Norwegian	Nuer
Oromo (Afaan Oromo)	Palauan (Belauan)	Pampanga
Pangasinan	Pashto (Pushtu, Afghan)	Persian
Pohnpeian	Polish	Portuguese
Punjabi (Panjabi)	Puyallup	Quechua
Romanian	Rwanda (Kinyarwanda)	Salish
Samoan	Serbo-Croatian (Serb, Croat)	Shona
Sinhalese (Sinhala)	Slovak	Slovenian
Somali	Soninke (Soninkeh)	Sudanese
Swahili	Swatowese-Chinese	Swedish
Tagalog (Filipino)	Tamil	Telugu (Telegu)
Thai	Tibetan	Tigrigna (Tigrinya)
Toishanese-Chinese	Tongan	Trukese (Chuukese)
Turkish	Ukrainian	Urdu
Uzbek	Visayan	Waray-Waray
Wolof (Wollof)	Yakama	Yoruba
Yupik	Yugoslav	Zulu

Plus any other language(s) and dialect(s) of any language not listed.

Test Schedule

Normally, testing is conducted from January to December (monthly) in Western Washington. However, due to potential hazardous winter driving conditions, no testing is offered in the months of December and January in Eastern Washington.

When you follow the steps in https://www.dshs.wa.gov/fsa/ltc/schedule-test, you will see open test dates and time slots. Then you can pick your test date and time.

Since test dates and time slots are extremely limited, you would want to keep your test appointment if at all possible. If not possible, you need to call our office at 360-664-6111 within **ten (10)** calendar days from the date your confirmation email is sent to reschedule your test. Otherwise, you will have to pay another test fee to re-schedule your test. It is crucial to talk to the scheduler at this phone number. If you leave a message on the voice mail, it is your responsibility to follow through with your request within the ten-day (10) time frame. Any oral or written request after the 10-day time frame will not be honored.

For more information about test fee and test re-schedule policies, please consult appropriate articles under Registration Policies.

Test Sites

DSHS testing is currently offered at three locations, one in Western Washington, and two in Eastern Washington. Since test sites are subject to change based on facility availability, the volume of test applications, and other factors, candidates should pay special attention to their test confirmation email, which contains specific information on test date, test time, and test location.

Test site in Western Washington:

Olympia --- Office Building 2 (OB-2) – Human Services Building (HSB)
        1115 Washington Street SE, Olympia, 98501

Test sites in Eastern Washington:

Yakima --- Yakima Department of Social and Health Services (DSHS) Building
        1002 North 16th Avenue, Yakima, 98902

Spokane (Special test site – twice a year) --- Spokane Valley Community Services Office
        8517 East Trent Ave. Spokane, WA 99212

For driving directions to test sites, please visit the LTC website: www.dshs.wa.gov/ltc

Test Registration

Test registration for DSHS assignment pay **employees, applicants** for DSHS bilingual positions (except Yakima area), and licensed agency personnel (LAPL) is normally done over the telephone. Whenever possible, a candidate may take both the written and oral tests on the same day, if the position requires written and oral skills.

Test registration for all other candidates (interpreters and translators) is done online from the LTC website. You will need an email address and a credit card or debit card to use the online system. Benefits of self-scheduling your test appointment online include:

- You can pick and choose your test date and time;
- Test appointment confirmation is instantaneous;
- A test appointment confirmation letter will be automatically sent to your email address;
- A test appointment reminder message will be automatically sent to your email address a few days before your appointment;
- Any change to your appointment status such as re-scheduling or cancellation will be automatically sent to your email address.

Please follow the steps in https://www.dshs.wa.gov/fsa/ltc/schedule-test to schedule your next test appointment by yourself.

Registration Policies

The following registration policies apply to all test candidates with certain exceptions indicated by "*":

RP1   No walk-in registration at the test sites will be allowed.

RP2   No telephone registration will be allowed.*

RP3   Registration without the required payment will not be processed.*

RP4   When you schedule your own test appointment online, the system accepts Visa, Master Card, Discover Card or debit card as payment methods.*

RP5   It is your responsibility to enter accurate information when you schedule your test appointment online.*

RP6   Test appointment confirmation will be sent to you via email only. It is your responsibility to check your email for your appointment confirmation information. It is your responsibility to make sure your email setting does not block emails from us.

RP7   If the candidate has a disability and needs a reasonable accommodation, please request the accommodation via telephone contact with LTC. Supporting documents such as a physician's statement about the accommodation must be received by LTC before a test appointment can be confirmed.

RP8   Candidates must attend the test session as indicated in the appointment confirmation letter. No free rescheduling will be granted if candidates fail to attend the confirmed test session.

RP9   If candidates arrive late for the written test but still decide to go ahead and take it, they will be taking the test at the loss of their own time. Late arrival for the oral test may result in loss of the assigned time slot. No free rescheduling will be granted for late arrivals, whether candidates decide to take or not to take the test.

RP10 If upon receiving your confirmation letter you realize that you will **not** be able to keep your appointment, please call or email our office immediately. **If we do not hear from you within ten (10) calendar days from the date the confirmation letter was sent, your appointment date will be made secured and all registration policies will take effect**.

RP11 Test fees are non-refundable. If candidates fail to attend the confirmed test session in the event of an emergency, instead of refunding the test fee, the test session may be re-scheduled **only once** with supporting documentation such as police reports or physician statements about the emergency.*

RP12 There is no attempt limit in trying to pass any of the tests. However, if candidates fail to pass a test after three (3) attempts, they may want to wait till they are better prepared before rescheduling for the same test. A new test appointment and payment are required for each and every test attempt.

RP13 While a test is pending appeal, no rescheduling of the same test should be attempted.

RP14 It is the candidates' responsibility to inform LTC of any change of name, mailing address, telephone numbers, and e-mail address. A name change request has to be made in writing with a photo copy of a court document such as a marriage or divorce certificate.

RP15 Information about certified/authorized interpreters and translators are published on the LTC website. Any interpreter/translator who does not want to have their name or certain information published should send an email to dshsct@dshs.wa.gov and request to have their name removed or specify what information they do not want published.

* Except DSHS bilingual staff, applicants for openings of DSHS bilingual positions, and licensed agency personnel.

Test Fee Schedule

The following test fees apply to all languages being tested by LTC and are subject to change over time.

Testing for Certified Languages (Spanish, Vietnamese, Cambodian, Laotian, Mandarin Chinese, Cantonese Chinese, Russian, Korean):

Social Services Interpreter Test:
Written Test: $30.00 per attempt
Oral Test: $45.00 per attempt
Simultaneous Test (retake only): $25.00 per attempt

Medical Interpreter Test:

Written Test: $30.00 per attempt

Oral Test: $45.00 per attempt

Translator Test:
Written Test: $50.00 per attempt

Screening for Non-Certified Languages (Languages other than certified languages listed above):

Written Screening (social service **OR** medical): $30.00 per attempt
Oral Screening (social service **OR** medical): $45.00 per attempt, per language

Test Evaluation

Both objective scoring and holistic scoring are employed in the test evaluation process, depending on the nature of the test or subtests. Wherever possible, a computerized scanner is used for objective scoring. Otherwise, highly skilled certified interpreters/translators are used for test evaluation. To maximize scoring objectivity and consistency, evaluators are trained and monitored in following detailed rubrics for objective and holistic evaluation.

Following are the indicators being evaluated for various types of test or subtests:

Employee Writing Subtest --- objective evaluation:
Syntax --- structure (word order, agreement, length, phrasal and clausal embeddings), grammar, mechanics
Completeness --- ideas, facts, key words and expressions
Organization --- cohesion (transition, conjunction, continuity), coherence (pronominal reference, consistency)
Readability --- register (social/cultural), clarity, fluency

Employee Translation Subtest --- objective evaluation:

    Faithfulness --- inaccuracy, omission, embellishment
    Syntax --- structure (word order, agreement, length, phrasal and clausal embeddings), grammar, mechanics
    Readability --- register (social/cultural), reading level, fluency

Oral Test --- Sight Translation:

    Objective evaluation (80%):
    Pronunciation --- phoneme, tone, stress, intonation
    Fluency --- hesitation, fragmentation, incomplete sentence
    Vocabulary --- inaccuracy, omission, embellishment, repetition
    Grammar --- parts of speech, word order, agreement, verb tense, clause

    Holistic evaluation (20%):
    Register, idiomaticness, delivery time, coherency

Oral Test --- Consecutive Interpretation:

    Objective evaluation (80%):
    Pronunciation --- phoneme, tone, stress, intonation
    Fluency --- hesitation, fragmentation, incomplete sentence
    Listening comprehension --- rate of speech, length of sentence, length of speech
    Vocabulary --- inaccuracy, omission, embellishment, repetition
    Grammar --- parts of speech, word order, agreement, verb tense, clause

    Holistic evaluation (20%):
    Register, retention, response time, coherency

Oral Test --- Simultaneous Interpretation:

    Objective evaluation (80%):
    Pronunciation --- phoneme, tone, stress, intonation
    Fluency --- hesitation, fragmentation, incomplete sentence
    Listening comprehension --- rate of speech, length of sentence, length of speech
    Vocabulary --- inaccuracy, omission, embellishment, repetition
    Grammar --- parts of speech, word order, agreement, verb tense, clause

    Holistic evaluation (20%):
    Accuracy, enunciation, pace/speed, coherency

Test Score Reporting

Test scores will normally be available within four (4) weeks for the written test, and six (6) weeks for the oral test from the test date. Test scores are considered confidential information and will not be released over the telephone. Once the scores are available, a score report letter will be mailed to the mailing address provided by the candidate. If the candidate wishes to have test scores sent to a specific organization or individual, the request must be made by the candidate personally. LTC will verify the candidate by checking identification information, and the candidate needs to provide the

name and mailing address of the organization or individual to whom the score report letter will be sent.

Any candidate who has not received a score report letter within the time frame quoted above should contact LTC at 800-605-5126.

Once candidates pass the required testing, they will be notified how to complete the required pre-requisite new interpreter/translator orientation and interpreter/translator professional ethics training before they are considered certified (for certified languages) or authorized (for screened languages). These trainings will be available online and free of charge. Candidates who pass the written and oral tests for medical interpreters need to complete the orientation for medical interpreters besides the ethics training. Candidates who pass the written and oral tests for social service interpreters need to complete the orientation for social service interpreters besides the ethics training. Candidates who pass the document translation test need to complete the orientation for social service interpreters besides the ethics training. A certificate (for certified languages) or authorization letter (for screened languages) will be mailed within a month to those who have met all requirements above.

Certification

I. Types of Certificate

For certified languages, certified status will be granted to DSHS bilingual employees, interpreters, and translators once they pass the required examinations and complete the required pre-requisite trainings. Certificates will be mailed to candidates within a month from the date they meet all examination and pre-requisite training requirements. It is the responsibility of the candidate to inform LTC of any change of name and address, to check the accuracy of information presented on the certificate, and to contact LTC if a certificate is not received within the normal time frame. For information on what examinations are required for which type of certification, consult the following:

DSHS Employees and New Recruits: **Employee Test**

Cluster One --- Oral Test
(Office Assistant, Office Assistant Lead, Office Support Supervisor, Secretary, Secretary Senior, Secretary Supervisor, Customer Service Specialist, Forms and Records Analyst, Support Enforcement Technician, Administrative Assistant)

Cluster Two --- Written and Oral Tests
(Financial Services Specialist, Fiscal Technician (Accounting), Quality Control Specialist, Work First Program Specialist (WFPS), Medical Assistance Specialist)

Cluster Three --- Written and Oral Tests
(Vocational Rehabilitation Counselor, Rehabilitation Technician)

Cluster Four --- Written and Oral Tests
(Community Worker, Community Resource Program Manager, Social and Health Program Consultant)

Cluster Five --- Written and Oral Tests

(Social Service Specialist, Juvenile Rehabilitation Resident Counselor, Juvenile Rehabilitation Community Counselor, Institution Counselor, Mental Health Technician, Psychiatric Security Attendant)

Cluster Six --- Written and Oral Tests
(Support Enforcement Officer, Financial Recovery Enforcement Officer)

Cluster Seven --- Written and Oral Tests
(Developmental Disabilities Case/Resource Manager, Developmental Disabilities Outstation Manager, Attendant Counselor (DD)

(**Note:** Positions not listed will be categorized on a case by case basis)

Licensed Agency Personnel (LAPL): **LAPL Test**
   --- Written and Oral Tests (Except clerical positions*)

Social Service Interpreters: **Social Service Interpreter Test**
   Level One (Basic Certification) --- Written Test, Sight Translation and Consecutive Interpretation Test (should take and pass written test first)
   Level Two (Optional) --- Written Test, Sight Translation, Consecutive Interpretation and Simultaneous Interpretation Test (should take and pass written test first)

Medical Interpreters: **Medical Interpreter Test**
   --- Written and Oral Tests (should take and pass written test first)

Translators: **Translator Test**
   --- Written document Translation Test

*   Clerical positions of Licensed Agency Personnel only need to take the same test as DSHS employee Cluster One.

II. What Certification Means

Per RCW 74.04.025, Chapter 388-03 WAC (Washington Administrative Code), DSHS policies, and the consent decree between DSHS and Legal Services, all DSHS staff serving in a bilingual capacity and interpreters/ translators providing bilingual services to DSHS clients under contract, are required to obtain certification status by meeting applicable testing and training requirements. No bilingual duties will be assigned to any staff and no interpreter service will be assigned to any contractor without proper certification or authorization.

For DSHS positions requiring bilingual skills, once candidates become certified, they are eligible to receive assignment pay; For job applicants (new recruits) applying for DSHS bilingual positions, passing the required test enables them to be qualified for these positions if they also pass the test administered by Department of Personnel; For individuals who wish to interpret and/or translate for DSHS clients, being certified/authorized makes it possible to work under contract for the Department.

Under certain circumstances where DSHS contracted agencies are not able to provide the required services, DSHS service programs may directly negotiate and contract with certified/authorized interpreters for their services. LTC does NOT provide contract services. For general questions regarding testing and certification or other related issues, please visit the LTC website: www.dshs.wa.gov/ltc

III. Lists of Certified/Authorized Interpreters and Translators

A certified interpreter/translator is defined as one who has met all testing and training requirements for any certified language, and an authorized interpreter is defined as one who has met all testing and training requirements for any screened language (see Languages Tested and Types of Test listed previously). Lists of certified interpreters, certified translators, and authorized interpreters are published online. The lists are updated weekly to include newly certified and authorized interpreters/translators. The purpose of the searchable lists is to enable contracted agencies and DSHS service programs to locate and contact certified or authorized interpreters when needed. Some information contained in the lists, such as physical address and phone numbers, may be considered confidential. Therefore, any interpreter/translator who does not want to have such information included on the lists should contact LTC via email to have it removed. The email address is: dshsct@dshs.wa.gov

Test Development

Since DSHS is testing various categories of personnel with different nature of employment, different approaches were utilized in test development. Nevertheless, the general process of test development, regardless of which test type, would more or less involve the following procedures:

--- Consultation with Human Resources
--- Consultation with interpreter program managers or LEP advisors
--- Consultation with specialists in related fields of practice
--- Analysis of Class Specifications and Specification Questionnaires
--- Survey of bilingual positions
--- Development of test guidelines
--- Development of proficiency guidelines
--- Development of test specifications
--- Review of related written materials circulated in DSHS and medical settings
--- Research of other related written materials
--- Item development
--- Item review by related specialists
--- Test review by stakeholders and other interest groups
--- Test revision
--- Pilot testing
--- Test Validation

Test Validation

Content validity was the approach adopted for DSHS test validation. Several groups of professionals were involved in this process.

Psychometricians from academic institutions and Human Resources were consulted on the technicalities of item development and test construction. Every test item was reviewed by these psychometricians, and their input was taken into account in test revision.

Language teachers and language specialists were involved in the content validation aspect of the process by checking the technicalities of language employed in the tests, and checking test items against proficiency guidelines and test specifications.

Subject matter experts (SME) constituted the largest group of professionals in the test validation process. SMEs participating in the process ranged from line workers, supervisors, managers, to bilingual physicians of various specialties. Feedback from the SMEs included quantitative ratings on specific indicators and qualitative open-ended critiques/comments/suggestions.

Pilot Testing

Pilot testing was conducted to clarify test instructions and test items, to provide reference for benchmark setting, and to iron out the routines of test administration as well as timing.

Cautions were taken in identifying pilot test participants. Efforts were made to make sure that only those who would not need to take the same test when it is officially administered on full scale were eligible to take part in pilot testing.

Item Reliability

Following is item reliability information for the tests that had reasonable sample size for statistical analysis when the statistics were performed (one test cycle/grading session):

    Statistical program:
            QuickSCORE II
    Data collection criteria:
            By test type;
            Computer scannable dichotomous scale items;
            All-inclusive, by test period.
    Statistics:
            Kuder-Richardson formula 20 (KR20) for internal consistency

Medical Certified Languages Written Test
    Reliability coefficient: 0.91

Social Service Certified Languages Written Test
    Reliability coefficient: 0.89

Medical Screened Languages Written Test
    Reliability coefficient: 0.91

Social Service Screened Languages Written Test
    Not available due to inadequate sample size.

Employee Written Test
    Not available due to inadequate sample size.

Test Reliability

Statistical program:
       SPSS 13.0
Data collection criteria:
       All languages;
       Test-retest/parallel forms;
       Time lapsed between attempts – within one year;
       Data as recent as needed to generate reasonable sample size (some tests).
Statistics:
       Cronbach's Alpha for internal consistency;
       Pearson product moment correlation for test-retest/parallel forms correlation;
       t test for significance of correlation coefficient.

Medical Certified Languages Test

Written test:
       N = 56
       Cronbach's Alpha = .87
       Pearson correlation: r = .78
       Correlation is significant at the 0.01 level (2-tailed, p < .000)
       df = 54; critical value = .35

Oral test:
       N = 72
       Cronbach's Alpha = .76
       Pearson correlation: r = .62
       Correlation is significant at the 0.01 level (2-tailed, p < .000)
       df = 70; critical value = .30

Social Service Certified Languages Test

Written test:
       N = 76
       Cronbach's Alpha = .92
       Pearson correlation: r = .86
       Correlation is significant at the 0.01 level (2-tailed, p < .000)
       df = 74; critical value = .30

Oral test:
       N = 72
       Cronbach's Alpha = .82
       Pearson correlation: r = .71
       Correlation is significant at the 0.01 level (2-tailed, p < .000)
       df = 70; critical value = .30

Medical Screened Languages Test

Written test:
    N = 20
    Cronbach's Alpha = .87
    Pearson correlation: r = .80
    Correlation is significant at the 0.01 level (2-tailed, p < .000)
    df = 18; critical value = .56

Oral test:
    N = 20
    Cronbach's Alpha = .71
    Pearson correlation: r = .58
    Correlation is significant at the 0.01 level (2-tailed, p < .007)
    df = 18; critical value = .56

Social Service Screened Languages Test

Written test:
    N = 13
    Cronbach's Alpha = .75
    Pearson correlation: r = .63
    Correlation is significant at the 0.05 level (2-tailed, p < .022)
    df = 11; critical value = .68

Oral test:
    N = 21
    Cronbach's Alpha = -.111
    Pearson correlation: r = -.068
    Correlation is not significant (2-tailed, p < .770)
    df = 19; critical value = .55

Employee Test

Written test:
    N = 40
    Cronbach's Alpha = .81
    Pearson correlation: r = .71
    Correlation is significant at the 0.01 level (2-tailed, p < .000)
    df = 38; critical value = .39

Oral test:
    N = 72
    Cronbach's Alpha = .85
    Pearson correlation: r = .78
    Correlation is significant at the 0.01 level (2-tailed, p < .000)
    df = 70; critical value = .30

Correlation between Sight Translation and Consecutive Interpretation

Statistical program:
        SPSS 13.0
Data collection criteria:
        All-inclusive, by test period;
        Variable test periods to generate reasonable sample size (some languages).
Statistics:
        Pearson product moment correlation;
        t test for significance of correlation coefficient.

Medical Certified Languages Oral Test

All Languages:
        N = 164
        Pearson correlation: r = .75
        Correlation is significant at the 0.01 level (2-tailed)
Cambodian:
        N = 7
        Pearson correlation: r = .78
        Correlation is significant at the 0.05 level (2-tailed)
Chinese:
        N = 14
        Pearson correlation: r = .64
        Correlation is significant at the 0.05 level (2-tailed)
Korean:
        N = 16
        Pearson correlation: r = .84
        Correlation is significant at the 0.01 level (2-tailed)
Laotian:
        N = 2
        Pearson correlation: r = 1.00
        Correlation is significant at the 0.01 level (2-tailed)
Russian:
        N = 56
        Pearson correlation: r = .77
        Correlation is significant at the 0.01 level (2-tailed)
Spanish:
        N = 51
        Pearson correlation: r = .71
        Correlation is significant at the 0.01 level (2-tailed)
Vietnamese:
        N = 18
        Pearson correlation: r = .79
        Correlation is significant at the 0.01 level (2-tailed)

Other Tests

Not available.

Test Information and Exam Procedures

I.   Test for **DSHS Employees and New Recruits**

The Written Test (90 minutes)

The written test for DSHS employees with bilingual duties is composed of five sections. Section one is a vocabulary test. This section consists of two parts. Part one is a synonym test of general vocabulary commonly encountered in the Department (Department specific). Part two is a test of words-in-context. Words or phrases included are among those typically used in a particular position cluster or in a particular service area (position cluster specific). For example:

(Department specific):

eligible

A. attainable   B. enable   C. qualified   D. specified

(Position cluster specific):

Assistance is provided for the purpose of promoting **self-sufficiency**.

 A. self-abnegation   C. self-development
 B. self-adequacy   D. self-sponsoring

Candidates will need to choose from A, B, C, and D the word or phrase that most closely means the same as the underlined word or phrase.

Section two is a Cloze test of reading comprehension. Two short texts are included. The content of one text is Department specific, and the content of the other text is relevant to a particular position cluster or field of service. Key words or phrases are left out throughout each text. Candidates will need to "fill in" the blanks to "recover" the text by choosing a word or phrase from four options provided. For example:

While you are on assistance, the support ____1____ by OSE repays the State. When your grant stops, this assignment stops and current support belongs to you. Support owed before you go off assistance ___2___ to the State.

1. A. collected   B. enforced   C. given   D. paid
2. A. awards   B. confers   C. returns   D. issues

Section three is a brief test of writing skills. Candidates will need to summarize, in their own words and in the same language as the original text, a passage of certain length with no more than a given number of sentences.

Sections four and five are translation tests — from English into another language and vice versa. The content of the source text is relevant to services provided by a particular program.

The written test total possible score is 130. Candidates must receive 70% or better of the total possible score to pass the written test.

The Oral Test (20 minutes)

The oral portion of the employees' test consists of two parts. Part one is a sight translation. Candidates will have a total of 3 minutes to orally translate a short English paragraph into a target language. Candidates may review the text silently before interpreting, but the review time will count towards the overall 3 minutes.

Part two is a situational interpretation exercise. A pre-recorded conversation between an English and a non-English speaking persons will be played with a pause after each speaker. The pause allows adequate time for the candidate to interpret from one language into another. Candidates will be permitted to take notes during this exercise. Note pads and pencils will be provided. A total of 2 repeats (2 segments between pauses) will be allowed during the entire exercise, if they are so requested by the candidate.

The entire oral test will be audio-recorded for scoring accuracy and documentation. The recorded test will be scored by independent raters retained by LTC, who are highly skilled professionals and/or certified interpreters.

The total possible score for each section of the oral test is 100. The two sections are equally weighted to arrive at a composite total score. Candidates must receive 70% or better of the total possible composite score (100) to pass the oral test.

II.   Test for **DSHS Social Service Interpreters**

The Written Test (90 minutes)

The written test for social service interpreters is a screening test. It consists of four sections, all in multiple choice formats. Section one: standard English grammar; Section two: terms or usages commonly encountered in various DSHS service programs; Section three: professional code of ethics; Section four: brief writing test. All items in Sections one, two and three are in English, while items in Section four are in the language a candidate is testing for.

For each item in sections one, two, and four, the candidate will need to make the best choice from four options provided; while for section three, the candidate will need to identify whether each given statement is true or false.

The written test total possible score is 100. Candidates must receive 70% or better of the total possible score to pass the written test.

The Oral Test (30 minutes)

Besides successfully passing the social service written test, interpreters need to take and pass an oral test to be eligible for certification status. For this portion of the test, each candidate will orally interpret in three exercises (three sections):

Section one — sight translation: The candidate will be given three minutes to orally render an English text into a target language, and another three minutes to orally render a non-English language text into English. The candidate may silently review each text before interpreting, but the review time will be part of the three minutes allowed for each text.

Section two — consecutive interpretation: A pre-recorded conversation between an English and a non-English speaking persons will be played. The candidate will assume the role of the interpreter. The recorded conversation has built-in pauses. The pauses allow adequate time for the candidate to render the interpretation. The candidate will be permitted to take notes during this exercise. Note pads and pencils will be provided. If so requested by the candidate, a total of 2 repeats (2 segments between pauses) will be allowed during the entire exercise.

Section three — simultaneous interpretation: Two short recordings will be played at a slower-than-normal speaking speed. The candidate will need to listen to the recordings through headphones and simultaneously interpret the statements from English into a target language.

The entire oral exam will be audio-recorded for scoring accuracy and documentation. The recorded test will be scored by independent raters retained by LTC, who are highly skilled professionals and/or certified interpreters.

As stated previously, interpreters taking the oral test for the first time will be given all three sections, although they only need to pass the first two sections (sight translation and consecutive interpretation) as part of the requirements to acquire certification status. If certified interpreters (who previously failed the simultaneous section) wish to pass the simultaneous section, they can retake it for a fee of $25.00. Those who pass the simultaneous interpretation section will not receive a separate certificate. Rather, their passing simultaneous score will be retained in the database. When simultaneous interpreting is called for by DSHS service programs, interpreters who have passed the simultaneous test will be referred to the requestor.

The total possible score for each section of the oral test is 100. Candidates must receive 70% or better of the total possible score in each of the first two sections (sight and consecutive) to pass the oral test. 70% or better is also required to pass the third section (simultaneous).

III.   Test for **DSHS Translators**

Written Translation Test (120 minutes per direction)

DSHS translators are referred to those who provide written document translation services to the Department under contract. The translator test is available in the Spanish, Vietnamese, Cambodian, Laotian, Chinese, Russian, and Korean languages. At this point, only one direction of translation test, i.e., English to target language, is offered to contracted translators. Certificates issued to those who have passed the test(s) will specifically reflect the test requirement(s) they have met.

The translator test covers such subject matter areas as social services, legal services, and medical services. Categories of texts included in the test range from general to semi-technical.

To test for a translator certificate, the candidate must choose and translate three texts out of four. Failure to follow test instructions (requirements) will result in an invalid test. Only one test will be given to an individual candidate at a time.

Reference materials, including dictionaries, will be allowed during the translator's test. Pencils, answer sheets, and erasers will be provided.

The translation test will be graded by professional translators on a pass/fail basis for each text. Specific grading guidelines will be followed in determining the pass or fail of a test.

Candidates must receive two passing scores out of three to pass the translator test.

IV.   Test for **Medical Interpreters**

The Written Test (90 minutes)

The written test for medical interpreters has five sections, all in multiple choice formats. Section one — code of ethics: In this section, statements regarding professional code of conduct are written in the English language, and the candidate will need to determine whether each statement is true or false.

Section two — medical terminologies: This section covers such areas as parts of the body, symptoms, disease/illness/injury/physical disorder, treatment, prescription, medical personnel, and miscellaneous health related expressions. All stems in section two are in the English language while all options are in a non-English language. For each question, the candidate will need to identify the target language equivalent of the English word/term in the stem.

Section three — clinical/medical procedures: Both stems and options in this section are in the English language. The candidate will need to choose from those given options the one that best describes each procedure.

Section four — brief writing test in the English language: The candidate will need to choose an option to best complete each unfinished sentence.

Section five — brief writing test in a non-English language: The format of this section is exactly the same as that of Section four, except that all items are written in a language other than English.

The written test total possible score is 150. Candidates must receive 85% or better of the total possible score to pass the written test.

The Oral Test (30 minutes)

The oral test for medical interpreters is composed of two sections — sight translation and consecutive interpretation.

Section one — sight translation: The candidate will be allowed six minutes to orally render an English text into a target language, and another six minutes to orally render a non-English language text into English. The candidate may silently review each text before interpreting, but the review time will be part of the six minutes permitted for each text.

Section two — consecutive interpretation: Some pre-recorded audio materials will be played in this exercise. The candidate will assume the role of an interpreter. The recorded materials have built-in pauses. The pauses allow adequate time for the candidate to render the

interpretation. The candidate will be given the freedom to take notes during the exercise. Note pads and pencils will be provided. A total of 2 repeats (2 segments between pauses) will be allowed during the entire exercise upon the candidate's request.

The entire oral exam will be audio-recorded for scoring accuracy and documentation. The recorded test will be scored by independent raters retained by LTC, who are highly skilled professionals and/or certified interpreters.

The total possible score for each section of the oral test is 100. Candidates must receive 75% or better of the total possible score in each section to pass the oral test.

V.   Test for **Licensed Agency Personnel** (LAPL)

Licensed Agency personnel is referred to individuals in a licensed non-DSHS county agency/program providing services to DSHS clients under contract with certain DSHS programs such as Mental Health and Alcohol and Substance Abuse.

The Written Test (90 minutes)

The written test for Licensed Agency Personnel follows the same format as DSHS Employee Cluster Five written test. However, because of the different recruitment testing procedures employed by the state and licensed agencies, the weight placed on assessing LAPL language skills differs from that of DSHS employees to a certain extent (refer to Test for DSHS Employees).

The written test total possible score is 130. Candidates must receive 70% or better of the total possible score to pass the written test.

The Oral Test (20 minutes)

The oral test for Licensed Agency Personnel is the same as the oral test for DSHS employees (see Test for DSHS Employees).

The total possible score for each section of the oral test is 100. The two sections are equally weighted to arrive at a composite total score. Candidates must receive 70% or better of the total possible composite score (100) to pass the oral test.

Screening Test for
Non-Certificated Language Interpreters

Non-certificated language interpreters are referred to those who speak a language other than the regular DSHS certificated languages, namely, Spanish, Vietnamese, Cambodian, Laotian, Mandarin Chinese, Cantonese Chinese, Russian, and Korean.

The scope of screening testing for non-certificated language interpreters is relatively narrower than that of certificated languages testing. While consideration is given to assess an interpreter's English

and the target language skills, a desirable comprehensive approach of testing is not possible due to limited resources.

Screening tests are available for social service interpreters and medical interpreters. Anyone 18 years of age or older who speaks English and a second language other than the above-listed certificated languages and is currently working under contract, or wishing to work under contract is eligible to take either the social service interpreter screening test or the medical interpreter screening test, or both. The screening tests are not available in any certificated language.

A score report letter will be mailed to the candidate once he/she finishes a portion (written or oral) of a test. Candidates who pass both the written and oral screening tests will be issued an authorization letter stating his/her eligibility to provide language services to DSHS programs.

The process of test registration for screening languages is the same as that for certificated languages (see Test Registration).

All registration policies stated in this Manual that are applicable to certificated language interpreters also apply to screening language interpreters.

Screening Test Information and Exam Procedures

I. Screening Test for **DSHS Social Service Interpreters**

The Written Screening Test (90 minutes)

The written screening test for DSHS social service interpreters consists of three sections, all in multiple choice formats. Section one: standard English grammar; Section two: terms or usages commonly encountered in various DSHS service programs; Section three: professional code of conduct. All items in the written screening test are in the English language.

For each item in sections one and two, candidates will need to make the best choice from four options provided; while for section three, candidates will need to identify whether each given statement is true or false.

Candidates will use a standard computer scannable answer sheet to record their answers. All items in the written screening test are designed for objective computer scoring.

The written test total possible score is 80. Candidates must receive 70% or better of the total possible score to pass the written test.

The Oral Screening Test (45 minutes)

Besides successfully passing the written test, interpreters need to take and pass an oral test to be eligible for authorization status. The oral screening test for DSHS social service interpreters has three parts. Part one is a sight translation exercise of ten unrelated sentences from English into a target language; Part two is a memory retention test; Part three is a consecutive interpretation exercise from a target language into English.

The oral screening test will be audio recorded for the purpose of scoring and record keeping. Objective scoring will be the only method employed in evaluating the oral screening test.

The total possible score for the memory retention test is 30. Candidates must receive 70% or better of the total possible score to pass the memory retention test. The total possible score for the sight translation and consecutive interpretation (sight-back translation) test is 60. Candidates must receive 70% or better of the total possible score to pass the sight-back translation test. To pass the oral test, candidates need to pass both the memory retention and sight-back translation tests.

II.   Screening Test for **Medical Interpreters**

The Written Screening Test (90 minutes)

The written screening test for medical interpreters is composed of four sections, all in multiple choice formats. Section one: professional code of conduct; Section two: medical terminologies; Section three: clinical/medical procedures; Section four: indirect writing test in the English language. All items in the written screening test are in English.

For each item in section one, candidates will need to identify whether each given statement is true or false. For each item in sections two, three, and four, candidates will need to make the best choice from four options provided.

Candidates will use a standard computer scannable answer sheet to record their answers. All items in the written screening test are designed for objective computer scoring.

The written test total possible score is 100. Candidates must receive 80% or better of the total possible score to pass the written test.

The Oral Screening Test (45 minutes)

Besides successfully passing the written test, interpreters need to take and pass an oral test to be eligible for authorization status. The oral screening test for medical interpreters has three parts. Part one is a sight translation exercise of ten unrelated sentences from English into a target language; Part two is a memory retention test; Part three is a consecutive interpretation exercise from a target language into English.

The oral screening test will be audio recorded for the purpose of scoring and record keeping. Objective scoring will be the only method employed in evaluating the oral screening test.

The total possible score for the memory retention test is 30. Candidates must receive 70% or better of the total possible score to pass the memory retention test. The total possible score for the sight translation and consecutive interpretation (sight-back translation) test is 60. Candidates must receive 70% or better of the total possible score to pass the sight-back translation test. To pass the oral test, candidates need to pass both the memory retention and sight-back translation tests.

Test Day Reminders

* Candidates should bring a picture I.D. to present to the test proctors at the sign-in desk.

* Candidates should arrive early for sign-in. This will insure that the test will begin and end on time.

* The written test will begin and end as scheduled. Therefore, if candidates arrive late for the written test but still decide to go ahead and take it, they will be taking the test at the loss of their own time. Late arrival for the oral test may result in loss of the assigned time slot.

* Reference materials, including dictionaries and any electronic device, will NOT be allowed for Employee's Test and Interpreter's Test. Answer sheets, pencils, and erasers will be provided. For Document Translator's Test, reference materials, including dictionaries, will be allowed. However, electronic devices of any kind will NOT be allowed.

* Any scratch paper used during the oral test by the candidate for note taking or otherwise must be submitted to the Test Proctors before the candidate leaves the test room.

* Any cheating behavior, if discovered by Test Proctors, may result in the cancellation of a candidate's eligibility for taking the test.

Candidates:
Please save this Manual for future reference!
* If you have further questions, please call our office at 800-605-5126.

NOTES